

# **Active VGA Managed Receiver**

## **500174**



## **Installation Guide**

P/N: 94-000707-A SE-000707-A

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# **MuxLab**

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# 1. System Overview

## 1.1. Description

MuxLab's family of Active VGA Managed products allows a single video source to be transmitted to various remote locations in a point-to-multipoint configuration for cost-efficient connectivity.

The Active VGA Managed family consists of three products:

- (1) Active VGA Managed Receiver
- (2) Active VGA Managed Dispatcher
- (3) Active VGA Managed Repeater Hub

A video source is connected to the Dispatcher, which in turn distributes the source signal to Receivers placed in locations as far as 1,000 feet (305 meters) away. Each Receiver then transmits this signal to as many as two display devices. Working alone, the Dispatcher (8 or 16 port) can distribute signals to as many as 8 or 16 remote locations.

A Repeater Hub is used whenever a source signal must be distributed to more than 8 or 16 remote locations, or over a distance of more than 1,000 feet. The Repeater Hub receives the source signal from the Dispatcher, amplifies and equalizes it, and then distributes it to as many as 8 Receivers located as far as 1,000 feet away.

Because the Repeater Hub itself can be located as far as 1,000 feet away from the Dispatcher, the effective distance from Dispatcher to Receiver is therefore doubled to 2,000 feet (610 meters). Furthermore, since the Dispatcher (8 or 16 port) can distribute signals to as many as 8 or 16 Repeater Hubs, each of which in turn can distribute signals to 8 Receivers, the number of remote locations that receive source signals increases by 7 with each Repeater Hub used.

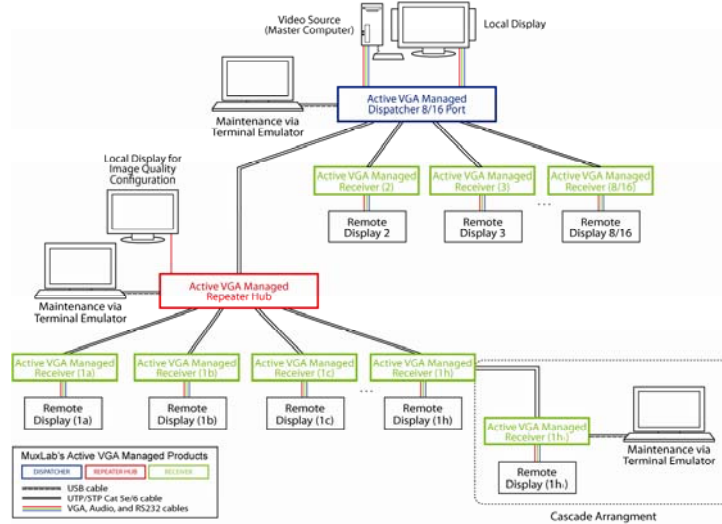


Figure 1: System Overview

MuxLab’s Active VGA Managed Receiver has Dual-Head capability. This means that each Receiver can relay signals to one or two displays. Receivers may also be cascaded up to three levels deep.

The Receiver supports up to 1920 x 1200 pixels and 1080p resolution, and is DDC compliant with all plug-and-play laptops, PCs, and displays.

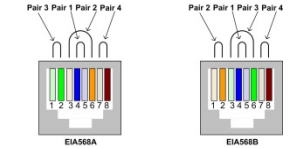
## **1.2. System Features**

- Supports VGA, Audio & RS232
- Support up to 1,000 ft (305 m)
- Support up to 1920 x 1200, 1080p (depending on cable length)
- Software and manual adjustments for brightness, sharpness & skew
- Additional 1,000 ft (305 m) via Repeater Hub
- Cascadability option from Receiver
- Dual head capability on Receiver
- Structured cabling approach: Repeater Hubs have RJ45 for signal distribution

## 2.

# Technical Specifications

Active VGA Managed RECEIVER																															
<b>Environment</b>	VGA, Analog Stereo Audio, RS232																														
<b>Devices</b>	PC, laptops, projectors, plasma, switchers, distribution amps, touchscreen																														
<b>Transmission</b>	Transparent to the user																														
<b>Maximum resolution</b>	1080p; 1920 x 1200																														
<b>Connections</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%; vertical-align: top;">FRONT PANEL</td> <td style="width: 30%; vertical-align: top;">VGA 2 Out:</td> <td style="width: 40%; vertical-align: top;">One (1) HD15F</td> </tr> <tr> <td></td> <td>Audio 2 Out:</td> <td>One (1) 3.5 mm stereo jack</td> </tr> <tr> <td></td> <td>RS232 2 Out:</td> <td>One (1) DB9M</td> </tr> <tr> <td></td> <td>Maintenance:</td> <td>One (1) Mini USB</td> </tr> <tr> <td style="vertical-align: top;">BACK PANEL</td> <td>Power:</td> <td>One (1) power jack</td> </tr> <tr> <td></td> <td>Link In:</td> <td>One (1) RJ45S</td> </tr> <tr> <td></td> <td>VGA 1 Out:</td> <td>One (1) HD15F</td> </tr> <tr> <td></td> <td>Audio 1 Out:</td> <td>One (1) 3.5 mm stereo jack</td> </tr> <tr> <td></td> <td>RS232 1 Out:</td> <td>One (1) DB9M</td> </tr> <tr> <td></td> <td>Cascade Out:</td> <td>One (1) RJ45S</td> </tr> </table>	FRONT PANEL	VGA 2 Out:	One (1) HD15F		Audio 2 Out:	One (1) 3.5 mm stereo jack		RS232 2 Out:	One (1) DB9M		Maintenance:	One (1) Mini USB	BACK PANEL	Power:	One (1) power jack		Link In:	One (1) RJ45S		VGA 1 Out:	One (1) HD15F		Audio 1 Out:	One (1) 3.5 mm stereo jack		RS232 1 Out:	One (1) DB9M		Cascade Out:	One (1) RJ45S
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	Cascade Out:	One (1) RJ45S																													
<b>Maximum Distance: Dispatcher to Receiver, Repeater Hub to Receiver</b>	Up to 1920 x 1200 @ 60Hz; 1080P (depending on cable length) Up to 1,000 feet (305 meters) <i>NOTE: STP cables must be used in an electrically noisy environment. Also, cross-connection reduces the effective distance depending on the grade of twisted cable used.</i>																														
<b>RJ45 Pin Configuration</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 30%; vertical-align: top;">           Reverse Polarity Sensitive             Use EIA/TIA 568A or 568B            straight-through wiring         </td> <td style="width: 30%; vertical-align: top;">           Green: Pin 4 (R) Pin 5 (T)            Blue: Pin 1 (R) Pin 2 (T)            Red: Pin 7 (R) Pin 8 (T)            COM: Pin 3 (R) Pin 6 (T)         </td> <td style="width: 40%; text-align: center;"> </td> </tr> </table>	Reverse Polarity Sensitive  Use EIA/TIA 568A or 568B straight-through wiring	Green: Pin 4 (R) Pin 5 (T) Blue: Pin 1 (R) Pin 2 (T) Red: Pin 7 (R) Pin 8 (T) COM: Pin 3 (R) Pin 6 (T)																												
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<b>Cable</b>	Cat 5e/6 unshielded twisted pair (or better)																														
<b>Power Supply</b>	110-240V/12VDC/0.5A power jacks Removable AC blades included for North America, Continental Europe & UK																														
<b>Power Consumption</b>	6 Watts																														
<b>Temperature</b>	Operating: 0°C to 40°C Storage: -20°C to 85°C Humidity: Up to 95% non-condensing																														
<b>Dimensions</b>	Hybrid VESA 75 mm and 100 mm Mounting Surface Enclosure Dimensions: 5.68" x 4.45" x 1.04" (14.42 cm x 11.30 cm x 2.64 cm)																														
<b>Weight</b>	2.0 lb (0.9 kg)																														
<b>Regulatory</b>	FCC, CE-EMC Directive 89/336/EE, RoHS, WEEE																														
<b>Warranty</b>	Two (2) years																														
<b>Order Information</b>	500174: Active VGA Managed Receiver (Dual Head)																														

Active VGA Managed DISPATCHER													
<b>Environment</b>	VGA, Analog Stereo Audio, RS232												
<b>Devices</b>	PC, laptops, projectors, plasma, switchers, distribution amps, touchscreen												
<b>Transmission</b>	Transparent to the user												
<b>Maximum resolution</b>	1080p; 1920 x 1200												
<b>Connections</b>	<p><b>FRONT PANEL</b>      Maintenance:      One (1) Mini USB  Link Ports:      Eight (8) or Sixteen (16) RJ45S</p> <p><b>BACK PANEL</b>      <i>Local In:</i>  RS232 In:      One (1) DB9F  Audio In:      One (1) 3.5 mm stereo jack  VGA In:      One (1) HD15F</p> <p><i>Local Out:</i>  RS232 Out:      One (1) DB9M  Audio Out:      One (1) 3.5 mm stereo jack  VGA Out:      One (1) HD15F  Power:      One (1) power jack</p>												
<b>Maximum Distance: Dispatcher to Receiver</b>	Up to 1920 x 1200 @ 60Hz; 1080P (depending on cable length) Up to 1,000 feet (305 meters) <i>NOTE: STP cables must be used in an electrically noisy environment. Also, cross-connection reduces the effective distance depending on the grade of twisted cable used.</i>												
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<b>Cable</b>	Cat 5e/6 unshielded twisted pair (or better)												
<b>Power Supply</b>	110-240V/12VDC/1.25A power jacks Removable AC blades included for North America, Continental Europe & UK												
<b>Compatible Products</b>	500172, 500174												
<b>Power Consumption</b>	8 Watts												
<b>Temperature</b>	Operating:    0°C to 40°C Storage:      -20°C to 85°C Humidity:    Up to 95% non-condensing												
<b>Dimensions</b>	1U Rack Mountable Enclosure Dimensions: 17.15" x 4.69" x 1.72" (43.56 cm x 11.91 cm x 4.37 cm)												
<b>Weight</b>	4.8 lb (2.2 kg)												
<b>Regulatory</b>	FCC, CE-EMC Directive 89/336/EE, RoHS, WEEE												
<b>Warranty</b>	Two (2) years												
<b>Order Information</b>	500170: Active VGA Managed Dispatcher 8 Ports 500171: Active VGA Managed Dispatcher 16 Ports												



<b>Active VGA Managed REPEATER HUB</b>															
<b>Environment</b>	VGA, Analog Stereo Audio, RS232														
<b>Devices</b>	PC, laptops, projectors, plasma, switchers, distribution amps, touchscreen														
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BACK PANEL	Local Out: VGA: Local In: Link: Power:	One (1) HD15F One (1) RJ45S One (1) power jack													
<b>Maximum Distance: Repeater Hub to Receiver</b>	Up to 1920 x 1200 @ 60Hz; 1080P (depending on cable length) Up to 1,000 feet (305 meters) <i>NOTE: STP cables must be used in an electrically noisy environment. Also, cross-connection reduces the effective distance depending on the grade of twisted cable used.</i>														
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<b>Compatible Products</b>	500172, 500173, 500174														
<b>Power Consumption</b>	15 Watts														
<b>Temperature</b>	Operating: 0°C to 40°C Storage: -20°C to 85°C Humidity: Up to 95% non-condensing														
<b>Dimensions</b>	1U Rack Mountable Enclosure Dimensions: 17.15" x 4.69" x 1.72" (43.56 cm x 11.91 cm x 4.37 cm)														
<b>Weight</b>	3.8 lb (1.7 kg)														
<b>Regulatory</b>	FCC, CE-EMC Directive 89/336/EE, RoHS, WEEE														
<b>Warranty</b>	Two (2) years														
<b>Order Information</b>	500172: Active VGA Managed Repeater Hub (8 Port)														

## **3.** **Installation Procedure**

### **3.1. Parts List**

The Active VGA Managed Receiver (500174) comes with the following parts:

- Base Unit
- One (1) 110-240V/12VDC, 0.5A Power Supply with three interchangeable blades
- Quick Reference Support Sheet

Please verify that all parts are present before proceeding.

### 3.2. Product Overview

The external connections and connection indicators of the Active VGA Managed Receiver are detailed in Figures 2 and 3. Please familiarize yourself with them before installing the unit.



Figure 2: Front Panel of Receiver



Figure 3: Back Panel of Receiver

### **3.3. Pre-Installation Checklist**

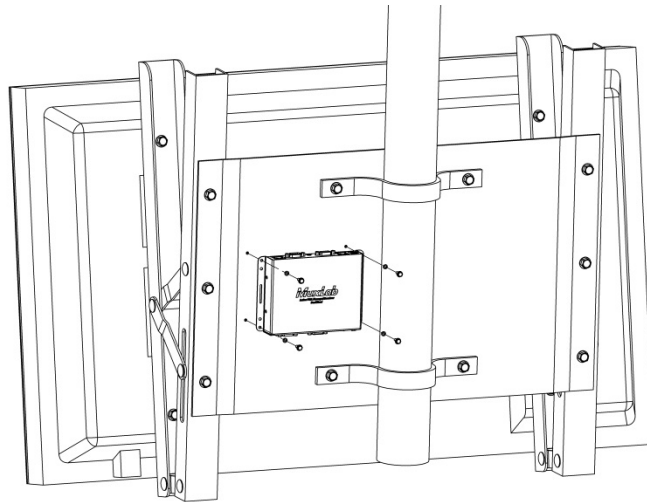
Prior to installing the Active VGA Managed Receiver, please ensure that the maximum routing distance from Receiver to Dispatcher (or from Receiver to Repeater Hub) does not exceed 1,000 feet (305 meters).

When cascading Receivers, the maximum routing distance of all cascaded sections *combined* cannot exceed 1,000 feet (see Section 3.8)

### 3.4. Physical Installation

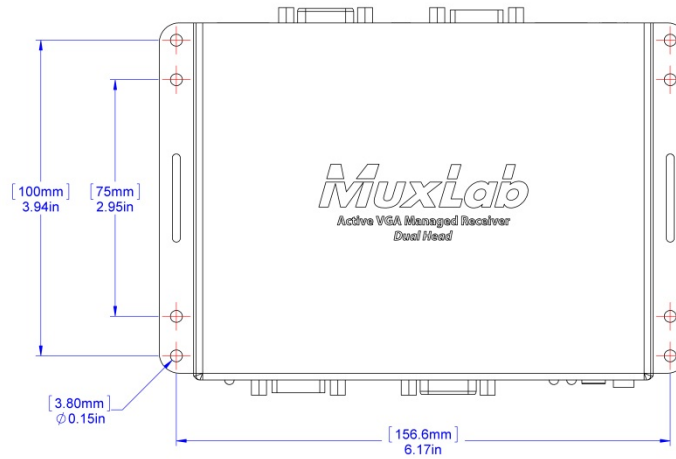
MuxLab's Active VGA Receiver can be physically installed anywhere near a display device. Typically, the Receiver is attached to the back of a display device's mounting system via threaded fasteners and/or tie-wraps.

Figure 4 demonstrates a typical installation. The Receiver is attached to the mounting system of a large-screen monitor via threaded fasteners (not included): Four (4) #6-32 screws, four (4) #6 lock washers, and four (4) #6-32 nuts (not shown).



**Figure 4: Typical Installation**

Figure 5 illustrates the size and position of the mounting holes on the Receiver for the use of threaded fasteners.



**Figure 5: Receiver Mounting Holes**

The vertical slots on either side of the Receiver are designed for the use of tie-wraps.

### **3.5. Installation Procedure**

In order to install the product, please follow the steps below:

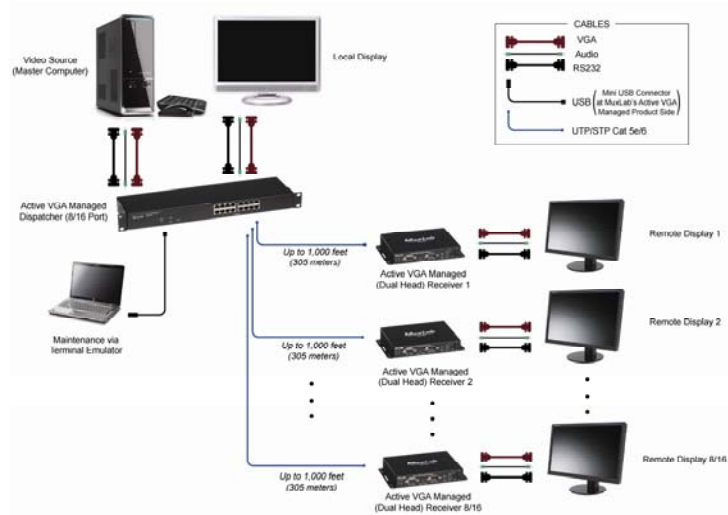
1. Place the Active VGA Managed Receiver in its final location (see Section 3.4 for physical installation details).
2. Connect the UST/STP Cat 5e/6 cable from the Dispatcher (or Repeater Hub) to the LINK IN port located on the Receiver's back panel.
3. Connect RS232, Audio, and VGA cables from ports on the Receiver's back panel to the display device.

OPTIONAL: If the Receiver is being connected to *two* display devices, connect a second set of RS232, Audio, and VGA cables from ports on the Receiver's front panel to the second display device.

OPTIONAL: If cascading Receivers, connect a UST/STP Cat 5e/6 cable from the upper-level Receiver's CASCADE OUT port (located on its back panel) to the lower-level Receiver's LINK IN port (located on its back panel).

4. Connect the Receiver's power supply and power up the display device(s).
5. Ensure that the source and appropriate display devices are on. Images should appear on the displays.

6. Optimize the image of each display by adjusting the Gain, Sharpness, and Color (R G B) controls located on the Receiver's front panel. Use the SELECT button to cycle through controls, and the Up and Down rocker switch to adjust a given control.
7. If the image quality is unsatisfactory, please refer to the troubleshooting table in Section 4.
8. Figures 6 and 7 show some typical configurations:



**Figure 6: Simple Dispatcher/Receiver Configuration**



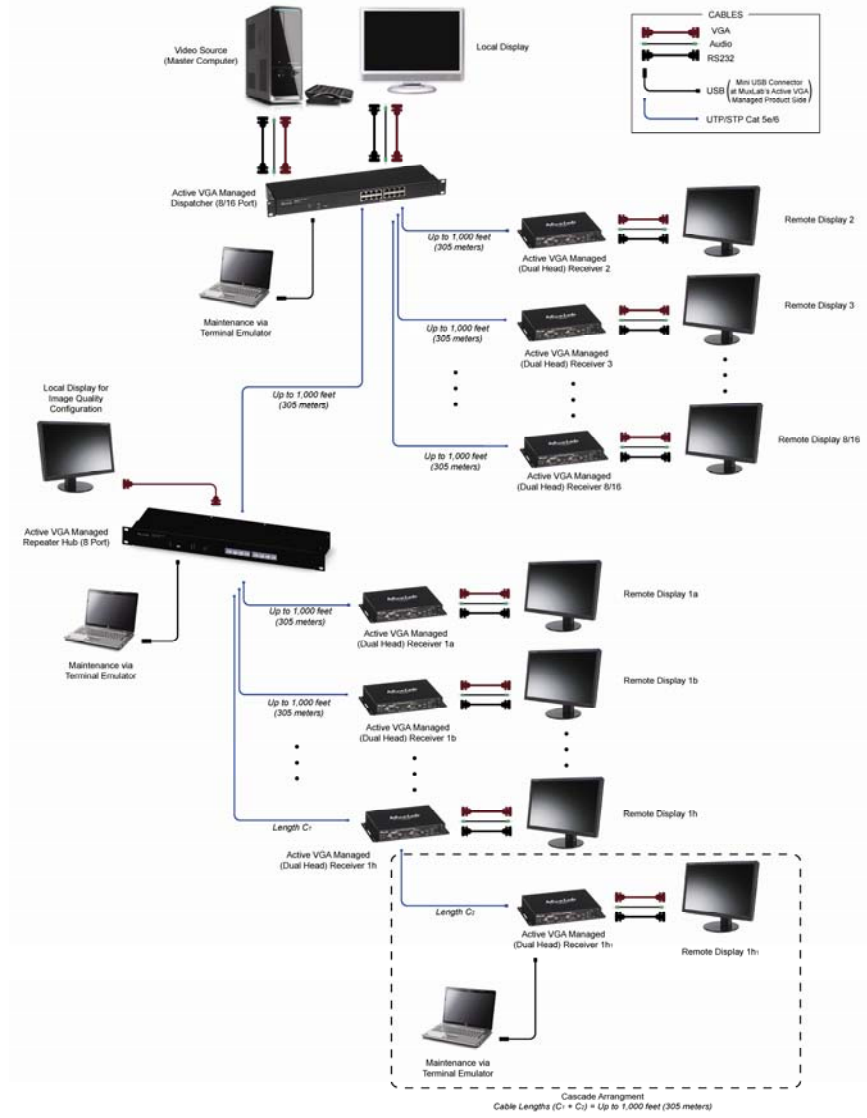


Figure 7: Dispatcher/Receiver & Repeater Hub Configuration

### **3.6. Port Control Operations**

MuxLab's Active VGA Managed Receiver features built-in firmware that allows commands from an ASCII terminal to be sent directly to the Receiver via a USB connection for maintenance purposes.

Maintenance is performed with a terminal emulator, such as the one available under Windows with the ASCII Command Set described in the Appendix.

### 3.7. Driver Setup

When interfacing a MuxLab device with Windows 2000 (or more recent) operating system, a driver setup file will be required.

To install the MuxLab Control Center software, go to [www.muxlab.com](http://www.muxlab.com) and download the SC-000032-A USB to Serial Driver. Plug the USB cable between the device and the PC, and power up the device. The **Found New Hardware** wizard will open (Figure 8). Select **Locate and install driver software**.

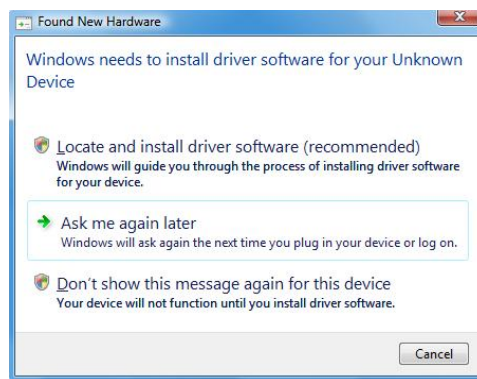
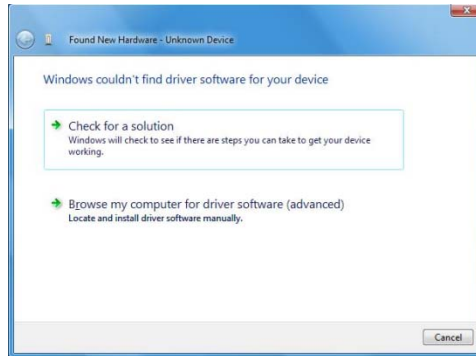


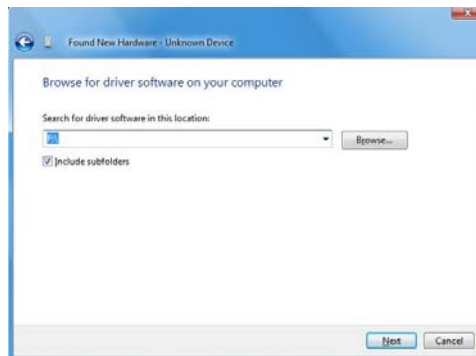
Figure 8: Found New Hardware Wizard

A new dialog box will open (Figure 9). Select **Browse my computer for driver software**.



**Figure 9: Found New Hardware Dialog Box**

Another dialog box will open (Figure 10). Click **Browse** and locate the SC-000032-A file that you downloaded. Once found, click **Next**.



**Figure 10: Browsing for Unknown Device**

A security window will now appear, indicating that the driver software is unsigned (Figure 11). Select **Install this driver software anyway**.



Figure 11: Windows Security

A window will appear instructing that the software for the driver has been successfully installed (Figure 12). Click **Close**. You are now ready to launch the MuxLab Control Center software.



Figure 12: Successful Installation Dialog Box

### 3.8. Cascadability

MuxLab’s Active VGA Managed Receivers may be cascaded up to three-levels deep. This means that a video source signal sent to one Receiver (and thus to a maximum of two remote displays) may be cascaded to two more Receivers, for a maximum of six remote displays (Figure 13).

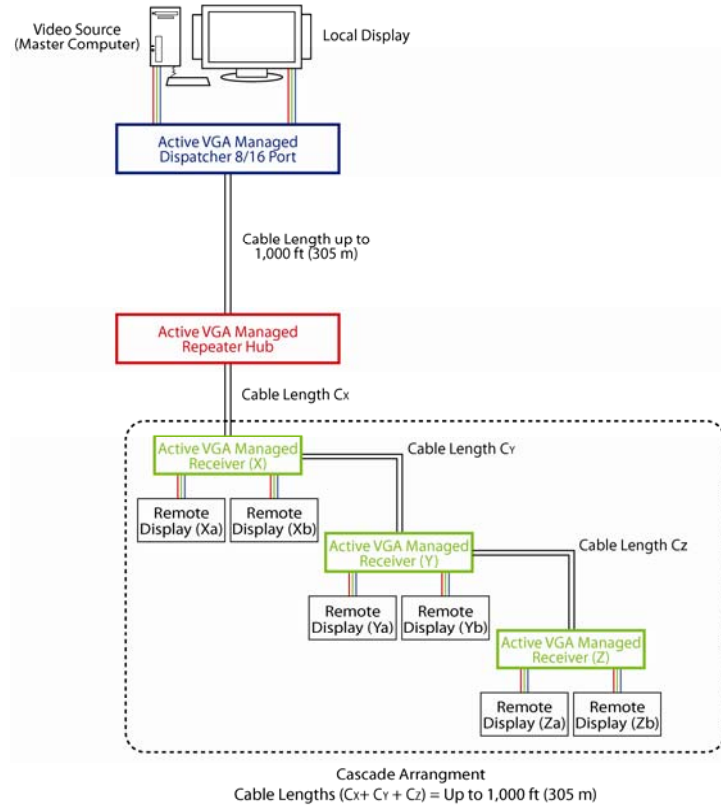


Figure 13: Cascading of Receivers (Maximum Number)

## 4. Troubleshooting

The following table describes some of the problem symptoms, the probable causes and possible solutions. If the information below does not solve the problem, the technical support contact information can be found at the end of this section.

Problem	Possible Solutions
No Image	<ul style="list-style-type: none"> <li>• Check that the Power LED is ON. (If not, check the power supply.)</li> <li>• Check that the source PC is ON.</li> <li>• Check that the local monitor is ON.</li> </ul>
No Image	<ul style="list-style-type: none"> <li>• Check that the Sync LED of the Dispatcher is ON.</li> </ul>
No Image	<ul style="list-style-type: none"> <li>• Check that the Sync LED of the Receivers is ON. (Otherwise, check UTP/STP cables.)</li> </ul>
No Image	<ul style="list-style-type: none"> <li>• Check that the source is plugged into the Dispatcher's input, not into the local monitor out.</li> <li>• Power down, and then power up the Dispatcher.</li> </ul>
No Image	<ul style="list-style-type: none"> <li>• Check that the Receivers are powered up and that the Power LED is ON.</li> <li>• Check that the power supplies are not mixed up (Dispatcher &amp; Repeater Hub require 1.25A power supply. Receiver requires 0.5A power supply).</li> </ul>
Choppy Sound	<ul style="list-style-type: none"> <li>• Check cable lengths.</li> <li>• Use STP cables if equipment is located in electrically noisy environment.</li> <li>• When cascading multiple Receivers, ensure that the combined cable length of all segments comprising the cascade does not exceed 1,000 feet (305 meters).</li> </ul>
Smeared Picture	<ul style="list-style-type: none"> <li>• Check cable lengths.</li> <li>• Adjust Sharp and Gain controls.</li> <li>• When cascading multiple Receivers, ensure that the combined cable length of all segments comprising the cascade does not exceed 1,000 feet (305 meters).</li> </ul>
Not All Display Devices Work	<ul style="list-style-type: none"> <li>• Check cable lengths.</li> <li>• Check that video source is outputting a signal that is compatible with all the display devices (try 480p or 720p).</li> </ul>

When contacting your nearest MuxLab dealer or MuxLab Technical Support at 877-689-5228 (toll free in North America) or (+1) 514-905-0588 (International), please have the following information ready:

- Unit model number.
- Cabling layout. Please include the model of the video card and display monitor(s), as well as cable types and lengths.
- Description of problem.
- List of tests performed.



**5.**  
**Appendix**

[Awaiting Input from Kefil]

## 6. Product Warranty Policy

### **Items Under Warranty – Company Policy**

MuxLab guarantees its products to be free of defects in manufacturing and workmanship for the warranty period from the date of purchase. If this product fails to give satisfactory performance during this warranty period, MuxLab will either repair or replace this product at no additional charge, except as set forth below. Repair and replacement parts will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of MuxLab. This limited warranty does not include repair services for damage to the product resulting from accident, disaster, misuse, abuse, or unauthorized modifications or normal decay of battery driven devices. Batteries, if included with the product, are not covered under this warranty.

Limited warranty service can be obtained by delivering the product during the warranty period to the authorized MuxLab dealer from whom you purchased the product, or by sending it to MuxLab. MuxLab will not accept any such product for repair without a Return Material Authorization (RMA) number issued by its Customer Service Department and a proof of purchase date. If this product is delivered to MuxLab by mail, you agree to assume risk of loss or damage in transit, to prepay shipping charges to the warranty service location, and to use the original shipping container or equivalent.

THE ABOVE LIMITED WARRANTY IS THE ONLY WARRANTY COVERING YOUR MUXLAB PRODUCT. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IF THIS PRODUCT IS NOT IN GOOD WORKING ORDER, YOUR SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED FOR ABOVE. IN NO EVENT SHALL MUXLAB BE LIABLE TO YOU FOR ANY DAMAGES, INCLUDING ANY LOSS OF PROFITS, LOST SAVINGS, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THIS PRODUCT, EVEN IF MUXLAB OR AN AUTHORIZED MUXLAB DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; NOR WILL MUXLAB BE LIABLE FOR ANY CLAIM BY ANY OTHER PARTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

**Warranty Periods**

*Any product found to be defective within three (3) months of invoice, including one (1) month shelf life, may be returned for replacement by a new unit or a satisfactory repair within one (1) month of having been received by MuxLab. The customer must provide MuxLab with the serial number and proof of purchase of the defective unit being returned. All RMAs issued are subject to inspection by MuxLab, and will be returned to the customer if not properly packaged – units must be returned in their original container or equivalent. MuxLab will not accept any such product for repair without an authorization for its Technical Support department and without an RMA number issued by MuxLab's Customer Service department. For credit and replacement RMAs, the customer will be liable to pay the replacement invoice if defective products are not returned.*

**Products More than Six Months Old, Including Shelf Life**

The defective unit must be returned prepaid to MuxLab, and the unit will be repaired. If repairing the unit is not possible, it will be replaced by an equivalent unit and returned to the customer within one (1) month of having been received by MuxLab. There is no charge for repair (parts and labor) during the full warranty period.

**Products Defective and Not Under Warranty**

*MuxLab's policy is to repair and return any defective MuxLab products that are no longer under warranty. An amount of 25% of the unit's published list price at the time of purchase will be charged. The customer must issue a purchase order in order to cover repair costs.*

*Each unit will be returned to the customer within one (1) month of having been received by MuxLab. The defective unit must be returned prepaid to MuxLab. The repaired unit will be returned to the customer FOB MuxLab. The repaired unit has a 90-day warranty.*

## ***MuxLab***

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